

# The Miracle Maids

## Quality Assurance Checklist

### Standard Clean

#### Living Room, Dining Room, Den/Office

- Remove cob webs
- Dust light fixtures, ceiling fans, air return vents
- Dust Window ledges and blinds
- Dust lamps and lamp shades
- Dust all horizontal surfaces (ledges/shelving- within reach)
- Clean all tables, desks (if less than 50% of surface covered- tidied), and chairs
- Dust/clean furniture within reach- top, front, under, behind- where reachable
- Clean all mirrors and glass surfaces(windows get spot-checked)
- Dust picture frames and wall décor (If deemed stable to touch)
- Dust baseboards, spot clean doors
- Empty trash/recycle and replace liner, disinfect can lid
- Clean floors- Vacuum, sweep, mop

#### Bedroom Cleaning

- Make beds (linens changed upon request, must be left out on bed)
- Remove cob webs
- Dust light fixtures, ceiling fans, air return vents
- Dust Window ledges and blinds
- Dust lamps and lamp shades
- Dust all horizontal surfaces (ledges/shelving- within reach)
- Clean all tables, and chairs
- Dust/clean furniture within reach- top, front, under, behind- where reachable
- Clean all mirrors and glass surfaces(windows spot-checked)
- Dust picture frames and wall décor (If deemed stable to touch)
- Dust baseboards, spot clean doors
- Empty trash/recycle and replace liner, disinfect can lid
- Clean floors- Vacuum, sweep, mop

#### Kitchen Cleaning

- Clean and disinfect all counters and backsplashes- moving small objects to clean under/behind
- Clean stove top- including removing grates and washing, clean hood vent-exterior only
- Clean inside and outside of microwave (and underneath if wall mounted)
- Clean exterior of all appliances- including- refrigerator, stove, dishwasher(+inside ledge)
- Clean toaster- remove crumbs

- wash and disinfect sinks and faucets
- Polish fixtures and any stainless steel
- Wipe outside of cabinets and drawers
- Remove cob webs
- Dust light fixtures, ceiling fans, air return vents
- Dust Window ledges and blinds
- Dust all horizontal surfaces (ledges/shelving- within reach)
- Clean all mirrors and glass surfaces(windows get spot-checked)
- Dust picture frames and wall décor (If deemed stable to touch)
- Dust baseboards, spot clean doors
- Empty trash/recycle and replace liner, disinfect can lid
- Clean floors- Vacuum, sweep, mop

#### Bathroom Cleaning

- Complete wash of shower- door, walls, tub, floor
- Clean and disinfect toilets- inside and out, base and behind
- Clean all mirrors and glass surfaces(windows get spot-checked)
- clean/disinfect counters-tidying up counter items
- Wash sink and polish fixtures
- Clean towel bars and hang towels neatly
- Wipe outside of cabinets and drawers
- Remove cob webs
- Dust light fixtures, ceiling fans, air return vents
- Dust Window ledges and blinds
- Dust picture frames and wall décor (If deemed stable to touch)
- Dust baseboards, spot clean doors, disinfect door handles
- Empty trash/recycle and replace liner, disinfect can lid
- Clean floors- Vacuum, sweep, mop
- FINAL CHECK**- double check and turn off lights

#### ADD-ON Services- Subject to additional charge

- ⊕ **Deep Cleaning- Adds on:** complete wipe of baseboards, doors, thresholds, detail clean blinds, extended vacuum under beds, under couch cushions.
- ⊕ Wash dishes
- ⊕ Inside Refrigerator
- ⊕ Inside Oven
- ⊕ Inside Windows and window sills
- ⊕ Vacuum Couch
- ⊕ Fold laundry
- ⊕ Sweep garage or patio
- ⊕ Carpet Steam Cleaning and Extraction

## Policies

Thank you for choosing the Miracle Maids, it is our pleasure to serve you. Please read through these policies to know what you should be expecting from our company and professionally trained cleaning techs. Please do not hesitate to contact our office if you have any questions- **(206)914-7296**

**Arrival times-** our actual time of arrival cannot truly ever be precise as there are many varying factors, such as: traffic, weather, unforeseen hold ups, and the jobs scheduled before you. We try to be on schedule as much as possible, but please allow 30 minutes before or after your appointment is scheduled for our teams to arrive. You will be notified if we will be more than 30 minutes late beyond that one-hour time frame.

**We Do Not!** - We do not clean anything higher than reachable with a 2-step ladder. We do not put away clothes or dishes. We do not lift or move anything over 25lbs. We do not clean Bio-Hazards, Animal Waste, insects & rodents, or high levels of trash/debris.

**Dishes-** Included in your cleaning service, we will load dishwasher or hand wash "straggler" or leftover breakfast dishes equal to the amount that fits on a standard dish towel comfortably laid out, (average 5-10 items). If your sink is full of dishes, we will happily load the dishwasher or handwash dishes for an *additional charge*. If you have not approved the additional charge by informing the office of the dishes prior to cleaning techs arrival, we will simply leave the dishes in the sink and the sink will remain unwashed. If you would like dishes to be included in every cleaning service, please notify the office and we will happily wash them each time!

**Cancellation/lockout Policy-** We require a 48-hour notice if you need to cancel or reschedule your cleaning. If you cancel in less than 48 hours you will be subject to a \$50 cancellation fee. If you are on a reoccurring schedule, we will do our best to accommodate a week rotation switch but please be aware we may need to skip your rotation until your next regularly scheduled cleaning. If we arrive to your home/on-site and are unable to access the home, we will attempt to contact you and wait a maximum of 30 minutes attempting to gain access, after 30 minutes you will be subject to \$50 cancellation fee.

**Additional ("Special") Requests-** We are happy to do "extra" things not included in our "Standard Clean". Please review our "add-on"s and "Deep Cleaning" and inform the office (ideally 48 Hours) minimally 24 hours in advance, what you have in mind to ensure the cleaning techs have sufficient time allowed in their schedule, we wouldn't want them to have to cut any corners! If you wait until the cleaners have arrived, we reserve the right to refuse any special requests due to time constraints.

**Breakage/damage-** We are humans and occasionally accidents happened. If you are home, a cleaning tech will inform of the incident as well as informing the office. The office will then follow up with you on best action to take. If you are not home at the time, cleaning techs will take a photo of the incident and communicate with the office, you will be notified promptly. The Miracle Maids will reimburse the cost of anything broken or damaged, if deemed caused by negligence and not by the age/disintegrating material/already broken/almost broken. **Theft- We take honesty very seriously!! If you find anything missing, damaged, or broken you must contact the office within 24 hours so we can properly investigate the situation.**

**Vacant Homes-** When cleaning a vacant home, all garbage will be removed. If there are any personal items left behind, we will gather them into a central location (in garage, near entry, by kitchen) If we are told to trash everything, we will not be held responsible for items accidentally left behind.

**Photo Disclosure-** We will take photos of anything damaged or broken for communication purposes. We also occasionally take photos to showcase our beautiful work, we will *never* take any photos of anything that would identify you or any member of the household. If you prefer NO photos to be taken inside your home, you may *OPT OUT* by informing the office and your file will be noted accordingly.

**Payment-** We accept cash, check or credit card as forms of payment. Payment is due *upon completion* of the service. *If not received within 15 days*, a late fee of \$10 will be applied to your balance.

**Satisfaction guaranteed!—Your satisfaction is OUR satisfaction!** We *guarantee* you will be happy with your service or we'll come back and fix it for free!! You must contact the office within 24 hours of completion of your service and we will return to your home to re-clean the area in question.